Quality Manual

SMR Computer Services

Unit 10

Cochran Close

Presley way

Crownhill Industry

Milton Keynes

Bucks

MK8 0AJ

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| **SMR Computer Services** |
| Quality Manual |
| BS EN ISO 9002 : 1994 |

Quality Manual

Quality Assurance Systems Limited

Copy Holder: Managing Director

Copy Number : 1

This Quality Manual Covers the activities and functions performed by operating areas included in the service scope definition :-

The repair of computer equipment and peripherals and supply of replacement components for computers

The management system is designed to meet the requirements of

BS EN ISO 9002

*Certificate Number - A*

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Quality Manual

Distribution

Copy Number 1 - Managing Director

Copy Number 2 - Quality Assurance Systems Ltd

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Amendments Procedures

All copies of this Quality Manual must be kept under strict control to prevent the System from becoming unreliable. The following Procedures will ensure that the system remains current and valid.

1) All copies of the manual will be clearly numbered and the Holder recorded.

2) Each page in the manual will carry its own number.

3) The Quality Representative will be responsible for all revisions and additions being recorded.

4) Changes can be suggested by any Employee but must receive signed approval before being entered into the Manual.

5) All changes must be recorded on the Amendments List

(QAM 04 5/15) and appropriate pages in each Manual changed.

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Company Profile

SMR Computer Services (The Company) was founded by the current Managing Director to provide a high quality national repair service for computers and peripherals. The company is able to provide this service on all major brands.

The company primarily provide their service on a business to business basis and has a client base that includes the Foreign and Commonwealth Office and Pulse Service Centre.

In support of its status, The Company is a member of the FSB and operates to this Organisations code of practice.

An essential requirement of the continuing maintenance and development of the Company’s quality objectives is the installation of a quality system registered to ISO 9000 status.

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Quality Policy

The Management of SMR Computer Services Limited have been

operating under the control of a quality system along the lines laid down in the ISO 9000 series of standards for which the Institute of Quality Assurance publication “Quality Systems in the Small Firm” provided, and will continue to provide valuable guidance.

It is the Company’s policy to seek to operate to these standards

continuously and to implement and operate fully the ISO 9000 standards through registration and annual review.

The Company complies with all legislation relevant to the Computer Repair Industry and also the Health and Safety at Work Act 1974 as well as the COSHH assessment procedures.

It is the Company’s belief that, in operating to these standards, it will meet the requirements of its customers and industry.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Managing Director Date\_\_\_\_\_\_\_\_

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Organisation and Responsibilities

**Managing Director**

Corporate Strategy

Major Projects

Business Development

Marketing

Quality Representative

**Engineering Manager**

Workshop Supervision

Equipment Repairs

Internal Quality Audits

**Engineers Materials Controller**

Equipment Repairs Goods In

Parts Dept

Packing & Despatch

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4.1 Management Responsibility

4.1.1 Quality Policy

SMR Computer Services (The Company) has developed and installed a documented Quality System that will ensure that its products and services will meet the requirements of its Customers. It will operate to the standard as set out in BS EN ISO 9002 and ensure that all staff are fully conversant with the standard and the requirement for its implementation and maintenance.

4.1.2 Organisation

The Company has arranged its affairs in such a manner as to allow a person within the organisation full authority and responsibility to

ensure that the requirements of ISO 9002 are maintained. Internal Auditors have been trained to undertake the audit requirements of the Standard and the Company allocates the appropriate amount of time for audit completion.

Where employees have specific quality responsibilities, the Company has arranged their work schedules to allow them the authority and responsibility to carry out such duties effectively. All quality related functions are clearly defined and documented (QAM07 8/15).

4.1.3 Management Review

The Management Review Meeting (QMF06) is recognised as a vital component in the Quality system in the smaller Company and this has been given due recognition. It will review, as specific agenda items :-

1. Internal Quality Audits
2. Training needs
3. Customer Complaints
4. Preferred Suppliers
5. Non Conformance

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Management Reviews form part of the total Management control procedure and include quality matters as formal agenda items. Actions arising will be minuted for follow up.

Minutes will be kept for a minimum of three years.

4.2 Quality System

The Company has established a fully documented quality system which will ensure that its products and services conform with the specified requirements. The system includes :-

1. Appropriate resources for process, inspection and testing
2. Clearly defined acceptance and rejection criteria
3. The controlled Quality Procedure Manual
4. Verification quality records
5. Skill levels

The quality system extends to all employees and is not limited to quality control personnel.

4.3 Contract Review

The Customer’s requirements are reviewed and recorded and differences between these requirements and the product or service to be provided are highlighted. Suitable records will be kept.

This information will be used to assess the Company’s ability to meet the Customer’s needs. Contractual requirements will be evaluated against current resources to ensure the capability exists to fulfil the contract.

4.4 Design Control

This clause is not relevant to the company’s quality requirements

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4.5 Document and Data Control

The Document and Data Control Procedure ensures that all documents are reviewed for adequacy by an authorised person. The procedure also provides for ongoing review to control their issue and distribution to relevant personnel and to maintain their currency.

Records are maintained and review is undertaken through the Management Review Meeting and Internal audit.

4.6 Purchasing

To control materials and product purchases requires procedures that ensure that the specified requirements are met. These procedures are in place and will minimise risks from incompetent suppliers.

Release of materials and product before the completion of all required procedures have been completed is controlled and documented. The procedures cover specification at the purchase order stage and Suppliers are fully aware of the Company’s requirements.

Though records are maintained of acceptable Suppliers, a formal supplier rating system is not operated as it is unlikely that any information thus collected can be effectively used to influence large

suppliers.

Specific instructions controlling order placement by telephone and raising purchase order amendments are in place.

4.7 Customer Supplied Product

Where the Customer supplies items for inclusion in the product or service, drawings or specimens for guidance, procedures are in place to ensure that they are identified and acceptable for purpose and that they are safe.

Any change in these items condition is notified to the Customer and recorded. The item will be cared for as if it were the Company’s own.

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4.8 Product Identification and Traceability

The product can be identified at all stages of repair and despatch and the procedure is documented. Traceability is achieved by virtue of unique, recorded identification and is maintained up to the point of hand-over or presentation to the customer.

4.9 Process Control

To ensure effective control of the production process, a planned procedure is operated. it will be in written form where its absence could affect quality.

This involves the evaluation and control of the required resources including :-

1. Skills
2. Manpower
3. Work Instructions
4. Inspect and Measure Equipment
5. Representative standards will be used where practical.
6. Records are maintained as appropriate.

4.10 Inspection and Testing

Testing procedures are in operation to establish and maintain the highest possible level of confidence at an acceptable cost.

Control is based on a policy of prevention, and the inspection activities are related to control throughout the process.

Two stages of Inspection and test are identified :-

Incoming goods

Final Inspect and Test.

Clearly defined procedures are in operation in each segment. Where additional customer requirements are specified, these will be

accommodated and documented.

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4.11 Inspection, Measuring and Test Equipment

As the conformance of the product is indicated by inspection and test measurements, it is essential that the equipment employed on these tasks is accurate. To this end control procedures have been instituted requiring calibration and control of specified measuring equipment on a planned basis (QMF05). Activity is documented.

4.12 Inspection and Test Status

Procedures are in place to ensure that the inspection or test status of products is immediately apparent. Where items are found to be out of compliance with the approved standard, procedures operate to identify such items and isolate them for rework or revision.

4.13 Control of Non-Conforming Product

To prevent the inadvertent use or installation of products that do not conform to specification, a procedure is in operation to identify such products and clearly signal their status.

Such categories concerned would include :-

1. Rework or repair to specification
2. Await Concession

The procedure is documented and authority to deal with the non- conforming items defined.

4.14 Corrective and Preventive Action

A procedure has been established to document, investigate, verify and

subsequently correct non-conforming products and to document action taken. Corrective action is determined by authorised employees and delegated where necessary. Documentation arising from this procedure is used as a basis for improvements and forms an element

in the Management Review.

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4.15 Handling, Storage, Packaging, Preservation and Delivery

The Company recognises the need to provide an effective means of preserving and marketing its products and services. Its handling procedure is designed to prevent damage and employees are trained in its requirements. Storage is in designated areas under adequate control and protection and all packaging is to specified requirements.

Deliveries are also recognised as part of the Company’s activity which require control and specification.

4.16 Quality Records

To support the quality system, documentation in the form of manuals, instructions and records are available and controlled. Clearly defined procedures have been established for this purpose. Records are stored in such a manner as to prevent their deterioration and to allow

easy retrieval. They provide evidence of the effective operation of the Quality System and are retained for an appropriate period.

4.17 Internal Quality Audits

Formalised procedures are in place to enable management to assess the efficiency of the Quality System and to identify any weakness. Each element of the standard is studied annually (QMF02) by employees who have been trained in the workings of the system. Where practical, auditors will not inspect their own areas and the results of the audit with details of any non-compliance and subsequent corrective action will be documented (QMF03) and become the subject of Management Review. The results of the audit will be conveyed to the employees responsible for the area under assessment and to Quality Assurance Systems Ltd..

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4.18 Training

Documented procedures for training have been developed and installed covering all employees. Identification of future training needs is a subject covered by the Management Review Meeting and records of all relevant training are maintained (QMF01).

4.19 Servicing

This clause is not relevant to the Company’s quality requirements.

Where servicing forms part of the contract, requirements are identified and documented at the contract review stage. Employees undertaking servicing activity are suitably trained and provided with appropriate documentation for the satisfactory completion of the servicing requirements. Customer acceptance of servicing activity is documented.

4.20 Statistical Techniques

This clause is not relevant to the Company’s quality requirements.

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